

Español
Tiếng Việt
فارسی

?  ?
1-800-643-2273

हिन्दी
اللغة العربية
한국말

<Date>

<Case Name>

<Address>

<City>, <State> <Zip>

It's Time to Choose a Managed Care Organization (MCO)

This letter is about the new way you will get your Medicaid/FAMIS Plus covered health care. Soon you will get your health care through a Managed Care Organization (MCO). An MCO is an organization that offers health care coverage through a group of doctors, hospitals, and specialists that work together to give you the care you need.

Your MCO can help you get the care you need when you are sick or if you have special medical problems. All you need to do is let your MCO or the Managed Care HelpLine know you need help.

You have a choice of MCOs. Look at the information that came with this letter. It will help you choose the MCO that is best for you and/or your family members. Call your **Managed Care HelpLine at 1-800-643-2273, TDD #1-800-817-6608**, Monday – Friday, 8:30 a.m. – 6:00 p.m. (Translation Services Available) to:

- ◆ ask any questions you have about MCOs or this letter.
- ◆ find out if your doctor (PCP) is in the MCO you want.
- ◆ choose the MCO you want for your medical care.

You must call your Managed Care HelpLine by <CALL BY DATE> to choose a MCO from the enclosed comparison chart. You do not need to call if you want to be enrolled in the MCO listed below. If you do not call you will be enrolled in the MCO listed below. You will receive an identification card from your new MCO. This does not replace your plastic Medicaid/FAMIS Plus ID card. You should show both cards when receiving care and **never throw away your plastic ID card**.

NAME
<Recipient Name>

ID#
<12-Digit Recipient ID #>

MCO
<MCO Name>

A monthly premium is paid by the Virginia Medicaid program to your MCO for your coverage. If you are found ineligible for prior months of coverage due to your failure to report truthful information or changes in your circumstances to your worker, you may have to repay these premiums, even if you received no medical services during those months.